



**AGENDA ITEM NO 9**

**REPORT NO IJB 90/22**

**ANGUS HEALTH AND SOCIAL CARE**  
**INTEGRATION JOINT BOARD – 7 DECEMBER 2022**  
**NHS TAYSIDE AND SOCIAL CARE DIGITAL UPDATE**  
**REPORT BY GAIL SMITH, CHIEF OFFICER**

**ABSTRACT**

Further to the meeting in June 2022 where Digital Directorate presented the completion of the NHS Tayside's Health and Social Care Digital Strategy (2022 – 2027), this report updates the Board on the work that has been progressed by the Digital Directorate in delivering the Digital Strategy 2022-27.

The Board will note from this report the advancement in the delivery of the 2022-23 programmes of work supporting the Digital Strategy 2022-27.

This strategy lays out our ambition to develop digitally powered services that will help the people of NHS Tayside live longer, healthier, and happier lives. In this strategy we identify the areas where digital can have the biggest impact on our services, reducing pressure on resources and improving outcomes for patients.

**1. RECOMMENDATION**

It is recommended that the Integration Joint Board:-

- (i) Should be assured that the Digital Directorate have created an overarching Digital Strategy for the 2022-27 and have identified key programmes of work to deliver this ambitious strategy. These are reflected in our Annual Operating Plan, with progress on each deliverable clearly outlined for the Board's awareness.

**2. BACKGROUND**

As part of the Directorate's commitment to continued sound governance and alignment of activities to the organisation's priorities, this report provides updates on the key programmes contained within the annual operating plan 2022-23. The AOP supports the delivery of the Digital Strategy for 2022-27.

**3. CURRENT POSITION**

The Digital Strategy has five key themes listed below, which our programmes of work are designed to support.

1. **Improving Decision Making** – improve the accuracy and effectiveness of decision making by providing the right information at the right time

2. **Helping Staff** – create intuitive digital tools and experiences for staff that save time and help them on what matters most for patient outcomes
3. **Empowering Patients** – give patients access to the right information and interactions with their care to help them make informed decisions
4. **Connecting Services** – join up different health and care services by making relevant information accessible and creating shared technology
5. **Building Closer Partnerships** – work with Local Authorities, 3<sup>rd</sup> Sector partners, academia, private enterprise, and regional and national groups to transform care together

Table 1 – Digital Annual Operating Plan items, for the period of 2022/2023: - (Items with \* see Appendix for Angus based update.

Programme	Summary/Deliverable	Benefit/Strategic Theme (ST)	Planned End	RAG
<b>Lifecycle</b> *	*Device refresh and upgrades	Staff will have access to high spec devices running the latest operating systems (ST 1, 2)	Cyclic	
	Netcall Upgrade	Provide a platform to implement patient facing digital appointments management (ST 3)	Q4 2022/23	
	Infrastructure components	Replacing of legacy digital infrastructure equipment across our estate. Managed by strategic risk 679.	Cyclic	
	Application Compatibility Lifecycle Management	Upgrade and decommission of legacy systems and applications. (ST 1,2,4)	Cyclic	
<b>Simplify</b>	ForgeRock Decommission	Removal of legacy environment that governs staff digital accounts. Will reduce login requirements and simplify end user experience (ST 2)	Q2 2022/23	
<b>Secure</b>  *	Quarantine VLAN (QVLAN)	Enhanced cyber security and increased compliance (ST 1)	Completed	
	Advanced Threat Protection rollout	Increased cyber security resilience, ability to detect incidents and reduce likelihood of spread (ST 1)	On hold	
	*Mobile Device Management	Allows us to securely manage mobile devices ensuring the data accessed on them remains secure and accessible to those who need it (ST 1, 2, 4)	Q3 2022/23	
<b>Modernise</b>  *	Upgrade of PC's to Windows 10 OS	Rollout of fully supported operating system	Completed	
	Data Centre infrastructure replacement – Phase 1	Removal of legacy technology and replacement with modern responsive, secure, and scalable infrastructure fit for current and future digital demand (ST 1, 2)	Q2 2022/23	
	*Microsoft 365 Programme	We have delivered the criteria from the national programme and continue to work with them as they close down and pass over next steps to local	Timescales undetermined – await national	

		boards.	direction.	
	TrakCare application migration to new infrastructure environment	Upgrade to newly supported evergreen environment for legacy out of support infrastructure (ST2, 4)	Q4 2022/23	
<b>Scale</b>	Wifi expansion	Major project to roll out enhanced wifi coverage across the NHST estate. Allowing staff to access information without barriers to location (ST 1, 2)	Q4 2022/23	
	Internet Capacity Increase	Increased capacity of our Internet link to ensure digital experiences are satisfactory and our infrastructure is capable of meeting demand for virtual meetings, virtual consultations etc. (ST 1, 2)	Complete	
<b>Electronic Patient Record (EPR)</b>	TrakCare Upgrade v2022	Upgrade of TrakCare application to version 2022 (ST 1, 2, 4)	Complete	
	Implementation of TrakCare Mobile Enabled User Interface (MEUI)	Provision of new user interface in Trak with key functionality features including ability to record encounter notes and patient questionnaires (ST 1, 2, 4)	Q3 2023	
	HEPMA	Key partner of Tayside HEPMA Programme (part of the NOS HEPMA Programme) (ST 1, 2, 4)	Q 2022/23 (TBC)	
	*GP IT Re-Provisioning	Direct Award contract from national Framework for provision of GP IT Managed Technical Services – migration of existing practices in Cohort to new solution (ST 1, 2, 4)	Q1 2023/24	
	eObservations (PatientTrack)	Patient safety nursing application, for the recording of National Early Warning Scores and patient questionnaires (ST 1, 2, 4)	Q2 2023/24 (TBC)	
	Clinical Portal v3 Development	New development of Clinical Portal on a modern, robust platform – migrating minimum viable product functionality and providing a baseline solution to further enhance and develop. (ST 1, 2, 4)	Q4 2022/23	
	CHI & GPRS National Project	Implementation of new national CHI and (ST 1, 4)	Q1 2023/24 (TBC)	
	SCPHWS National Project	Implementation of new Child Health systems (ST 1, 4)	Q1 2024/25 (TBC)	
	*Assessment of replacement for Comm Nursing and MH system	Development of Specification of Requirements and Market assessment for replacement system of current system which is end of contract (ST 1, 2, 4)	Q4 2022/23	
	*Trakcare (MEUI) Encounter Record	Implementation of new user interface and improved functionality in Trakcare. Programme initiated to look at the transition on to an electronic	Q1 2022/23	

		record in Trak. Dedicated clinical resources seconded to the programme. Key discovery activities and engagement with supplier planned. (ST 1, 2, 4)		
Service	Service Desk	The Service Desk continues to handle our BAU workload well, with an average of 10,000 user interactions each month, via both phone and self-service. Despite a large turnover in staff, the team have maintained our first line fix rate.	Cyclic	
	Service Improvement	We are modernising our Service Desk team structure to help standardise activity across teams and to implement industry best practice standards.	Complete	

#### 4. PROPOSALS

The IJB acknowledge progress in the areas of the Digital Directorate Annual Operating Plan and recognise how the work streams are positively impacting the key themes of the strategy and how organisations can connect to transform care together.

#### 5. FINANCIAL IMPLICATIONS

There are no financial implications arising directly from this report.

#### 6. RISK

There are no risk implications arising directly from this report.

#### 7. OTHER IMPLICATIONS (IF APPLICABLE)

N/A

#### 8. EQUALITY IMPACT ASSESSMENT

N/A

#### 9. DIRECTIONS

The Integration Joint Board requires a mechanism to action its strategic commissioning plans, and this is provided for in Section 26 to 28 of the Public Bodies (Joint Working) (Scotland) Act 2014. This mechanism takes the form of binding directions from the Integration Joint Board to one or both of Angus Council and NHS Tayside.

Direction Required to Angus Council, NHS Tayside, or Both	Direction to:	
	No Direction Required	X
	Angus Council	
	NHS Tayside	
	Angus Council and NHS Tayside	

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List of Appendices:

Appendix 1      Angus HSCP Update

Angus update on items \* in Digital Operating Plan

### **Assessment of replacement for Community Nursing and Mental Health System/Device refresh and upgrades/Mobile Device Management**

The current Electronic Patient Record (EPR) in use in Angus community services is due to be replaced next year. The current system can only be accessed within a work base (or a guaranteed internet link), this means that for community nursing for example, in order to use the system they have to return to base frequently, which is not feasible with a busy community workload. Community nursing therefore still have to use a paper record.

The new system has been built as a community based system and can be utilised “off-line” e.g. staff can download patients records when connected to the internet, they can update the records even if they are unable to connect to the internet in the person’s home and the records can then be updated at a later time when the mobile device is again connected to the internet.

Angus HSCP have reserved funding for the purchase of suitable mobile devices in preparation for the new EPR. Services which will then be using the same system include; Community Nurses, Allied Health Professions, Mental Health, Substance Misuse and Learning Disability Services. Currently a decision is pending on which mobile device will be purchased based on user feedback, reliability and cost. A programme to purchase the required devices will then commence.

### **Microsoft 365 Programme**

It is anticipated that a Scottish Government funded project to integrate the use of Microsoft 365 in HSCPs will commence shortly. This should remove the need for staff to have two log-in identities and passwords (one for NHS and one for Angus Council), it will allow the sharing of calendar information and availability across the HSCP. It is anticipated that this may be in place within the next few months.

### **GP IT Re-Provisioning**

This has been tested successfully in two Angus practices and will now be rolled out across all Tayside practices in due course.

### **Trakcare (MEUI) Encounter Record**

This will allow Trakcare (the current bed utilisation and appointment system in NHST) to be used to record a patient record for all in-patient services, this is likely to include Community Hospitals.

**Angus Digital Partnership** has now been formed and will meet every 2 months. The Terms of Reference are being finalised but the primary aims of the group will be to drive forward digital developments in the HSCP, make recommendations to the Executive Management Team and act as the main communication hub for digital developments to be shared across Angus Council, NHST and the HSCP. This group is jointly chaired by Angus Council IT Lead and Angus HSCP Digital Lead.